

MAG HUMAN SERVICES COORDINATING COMMITTEE  
MEETING MINUTES  
April 20, 2005

COORDINATING COMMITTEE MEMBERS  
ATTENDING

Councilmember Rob Antoniak, City of Goodyear  
Councilmember Roy Delgado, City of El Mirage  
Charlene Moran Flaherty, DES/CSA  
\*Councilmember Joe Johnson, City of Surprise  
Councilmember Kyle Jones, City of Mesa  
Councilmember Betty S. Lynch for Mayor Marie  
Lopez-Rogers, City of Avondale, Vice Chair  
Councilmember Manuel Martinez, City of  
Glendale  
\*Jim McCabe, Area Agency on Aging  
+Carol McCormack, Mesa United Way  
\*Councilmember Dave Crozier, Town of Gilbert  
+Councilmember Kevin Osterman, City of  
Scottsdale  
Jayson Matthews for Janet Regner, Representative  
for Tempe Community Council

+Vice Mayor Phillip Westbrooks, City of  
Chandler  
\*Supervisor Mary Rose Wilcox, Maricopa County,  
Chair

OTHERS PRESENT

Ray Burrell, NOVA Safe Haven  
Jose Mercado, City of Phoenix/ SSD  
Leon Snyres, Advocates for the Disabled  
Stephanie Crux, Value options  
Eileen Hartnett, MCHSD  
Lyle Jouis, Mesa  
DeDe Gaisthea, MAG  
Amy St. Peter, MAG  
Marge Leyvas, Maricopa County

\*Those members neither present nor represented by proxy.  
+Those members present by audio/videoconferencing.

1. Call to Order

The meeting was called to order at 3:36 p.m. by Councilmember Martinez, acting chair.  
Introductions ensued.

2. Call to the Audience

Councilmember Martinez opened the floor for the call to the audience. There was no  
public comment.

3. Approval of February 16, 2006 meeting minutes.

This item was held over due to lack of quorum. At 3:51 p.m., the committee had quorum.  
Councilmember Martinez asked for a motion to approve the minutes. Councilmember  
Antoniak offered the motion and Councilmember Lynch seconded the motion. All voted  
in favor and the motion passed unanimously.

4. Human Services Committees Reports

This item was moved up due to lack of a quorum at the beginning of the meeting.

- *Human Services Technical Committee:* Amy St. Peter, MAG staff, offered the draft  
human services survey results. She explained the purpose of the survey as  
identifying the municipalities' needs for regional human services planning. To date,  
over 60 surveys have been submitted with about half from the municipalities and

half from non-profit agencies. Eleven cities and towns still have not yet submitted a survey. Ms. St. Peter asked the committee members to look at the list and encourage those who have not yet responded to do so as soon as possible. One hundred percent participation will ensure the survey results accurately represent the cities and towns.

Ms. St. Peter pointed out the highlights of the draft survey results. The majority of survey respondents most wanted more information about homelessness and youth. The highest human services priority for the municipalities is domestic violence. Both agencies and municipalities cited coordination of services and planning as the most critical need on a regional basis. The cities and towns were particularly interested in MAG providing more information about funding as dollars become more and more scarce. Overall, survey respondents reported being very pleased with current planning activities at MAG. Most responded they want to be involved either as a committee member or to receive special reports and information.

- *Regional Domestic Violence Council:* Teresa Franquiz, MAG DV Planner, presented the economic case statement survey being utilized by the Victim Services Subcommittee of the MAG Regional Domestic Violence Council. Ms. Franquiz explained the survey is being used to determine the financial impact of domestic violence on the municipalities' criminal justice systems. This includes the police departments, courts and prosecutors offices.

She said the survey is being sent to the City of Scottsdale, City of Phoenix and City of Avondale for testing. Once the results from the pilot participants have been analyzed, the survey will be revised and sent to all cities and towns. Ms. Franquiz said she hopes for as much participation as possible and encouraged the committee members to assist as they could in this effort. Councilmember Lynch commented this was an excellent time of year to do this survey because the municipalities are going through their budget process now and would have this information on hand.

- *MAG Continuum of Care Regional Committee on Homelessness:* Brande Mead, Homeless MAG Planner, presented an update on the Homeless Immersion Project's newest participant, David Berns, Director of the Arizona Department of Economic Security. Director Berns began his experience on Thursday, March 23, 2006, by entering Central Arizona Shelter Systems (CASS) as a homeless client. He went through the intake process and was issued a CASS identification card. He then stood in line for dinner at Andre House and spent the evening interacting with homeless adults at the Human Services Campus. Director Berns spent the night on the floor at CASS like all new clients and began his day early Friday morning as the others did, standing in line for coffee and a bagel.

Ms. Mead said Director Berns continued on Friday, March 24, 2006, by going to various organizations at the Human Services Campus attempting to access services as a homeless person. He was very pleased with the way he was treated. He said that he learned many lessons from his experience and now has a better understanding of many of the frustrations that homeless people go through when attempting to access services. Because of the lessons learned, Berns stated that services provided by DES at the Campus will be improved.

Charlene Moran Flaherty, DES, reported that some improvements had been made already, like having DES staff at the campus five days a week instead of four days and remaining available an hour later in the day. An additional caseworker has also been assigned to the campus. She added that Director Berns was very impressed by how much homeless people craved information.

Councilmember Martinez said he was very impressed with the Homeless Immersion Project presentation at the Annual Appreciation Luncheon. When he managed a DES office years ago, he went through the system as a client as well. He said he learned a lot from that experience and was able to make some productive changes. He also learned how important it is to treat people well and encouraged his staff to do so at all times.

##### 5. 2006 Regional Human Services Plan

Councilmember Martinez said one of the main functions as a committee is to present the Regional Human Services Plan. The HSTC members have developed a plan for our review and recommendation for approval by the MAG Regional Council. The Plan is on the Regional Council agenda next week. He continued by saying drafts of the Plan have been sent to HSCC as it has been developed. Councilmember Martinez introduced the HSTC Chair, Carl Harris-Morgan, to present the final draft for the committee's recommendation for approval by the MAG Regional Council.

Mr. Harris-Morgan said the plan offers information on the four SSBG categories of adults, families and children; elderly; persons with disabilities; and persons with developmental disabilities. In addition, the plan offers information on homelessness, domestic violence and federal funding. The 2006 plan is the culmination of an extensive community input process last summer including 23 focus groups, three community hearings and a written survey. The plan also reflects local expertise and national research. HSTC has been reviewing and revising the plan last fall. More recent drafts have been sent to HSCC members for their review. The plan was recommended for approval by HSTC in March and by the MAG Management Committee earlier this month.

Mr. Harris-Morgan said the plan is being presented to HSCC the committee's recommendation to approve the plan as well. The MAG Regional Council will review the plan for approval at their meeting on April 26, 2006. Once approved, the plan will be distributed widely throughout the community as well as being available online. The plan will be used as a resource for information, fund raising and advocacy. Mr. Harris-Morgan thanked the hundreds of people who contributed to the development of this plan. In particular, he thanked MAG staff for drafting the chapters and putting so much time into the final product.

Councilmember Lynch commended MAG Human Services staff as well, saying they did an incredible job of facilitating many meetings. She said their efforts resulted in a document beyond her wildest dreams. She then offered a motion to recommend

approval of the 2006 Regional Human Services Plan. Councilmember Jones seconded the motion. All voted in favor and the motion passed unanimously.

#### 6. HSCC Subcommittee on Youth Policy

Councilmember Martinez asked Amy St. Peter to offer an update on the activities of the MAG HSCC Subcommittee on Youth Policy. Ms. St. Peter explained the subcommittee is partnering with the MAG Regional Domestic Violence Council to address the impact of domestic violence on youth. MAG staff and community partners are facilitating at least six focus groups during the month of April to collect more information about what resources youth need and what kind of format is preferred. The range of focus group participants is quite good with youth from more affluent communities, institutionalized and at-risk youth along with mainstream middle class youth. Ms. St. Peter reported the focus groups have been going very well and they have collected some very good data. For example, the teens have said they prefer to go online for information as opposed to receiving brochures. When handed a brochure currently in use by MAG, the teen responded he would not have picked it up on his own since the cover was not interesting to him. This points to the need to test new materials with youth before beginning distribution.

The focus groups represent the first stage of the proposed project. The second phase will include a competition among youth groups or schools to develop a public service announcement (PSA) to raise awareness about domestic violence with teens. The top entries will be shown at a large event. The focus group participants have indicated they want to receive information about domestic violence at events they go to normally. With this in mind, the winning entry of the competition will be hopefully shown during half time at a game at the Glendale Arena. Ms. St. Peter reports the project has grown in scope and the subcommittee needs help to make these ambitious plans a reality.

Councilmember Lynch recommended working with the YMCA as their youth don't often participate in other activities. The Valley of the Sun United Way can help identify which YMCA's have youth groups. Councilmember Martinez recommended working with Mayor Scrugg's Mayor's Youth Advisory Council (MYAC) in Glendale. Ms. Moran Flaherty asked which youth were missing from the current list of focus groups. Ms. St. Peter expressed a desire to have more mainstream youth represented since that will be the largest subpopulation the PSA will need to address. Ms. Moran Flaherty said student councils may be a good resource. Councilmember Antoniak recommended "My Space" as an online resource already widely utilized by youth. He also said the tobacco education research would be very helpful in identifying appropriate styles and methodology.

Councilmember Jones offered a motion to approve the activities of the subcommittee. Jayson Matthews seconded the motion. All voted in favor and the motion passed unanimously.

#### 7. West Valley Human Services Alliance Update

Councilmember Martinez introduced Councilmember Lynch to offer an update on the West Valley Human Services Alliance. Councilmember Lynch apologized for co-chair

Paige Garrett who could not attend the meeting. She said it is her honor to serve as co-chair for such an incredible organization. She continued with the history of the Alliance. The Alliance is the result of mergers between three groups and a broad based collection of community representatives. In May 2005, the following groups voted to merge into the Alliance. The groups are the West Valley Human Services Stakeholders, the Council on Community Initiatives and the West Valley Coordinating Council on Domestic Violence. This was a group of municipal representatives and non-profit agencies that had been meeting since August 2004 to address improving the quality of life for West Valley residents at the request of the West Valley Mayors and Managers. This group was staffed by the Maricopa Association of Governments. The Stakeholders completed an asset mapping of the human services resources in the West Valley.

The Council on Community Initiatives was sponsored by the Arizona Department of Economic Security (DES), and was composed of DES staff and community representatives. The West Valley Coordinating Council on Domestic Violence was a group of law enforcement personnel, domestic violence shelter providers and advocates who offered trainings and resources to the community to raise awareness about domestic violence. This group was staffed by the Maricopa Association of Governments as well.

The newly formed Alliance agreed to partner with Valley of the Sun United Way on the work begun by the West Valley Community Scan. VSUW divided the work into five main themes that would address concerns raised by citizens of the West Valley. The Alliance developed a structure that would make efficient use of a diverse and constantly growing group of stakeholders. This structure converted the five themes into the following subcommittees:

- Steering Committee to provide leadership and take responsibility for communication and collaboration.
- Health, Wellness and Safety
- Transportation
- Community Planning and Development
- Education

The Alliance was quickly accepted as the central forum for human services planning in the West Valley. The mailing list includes over 1,300 names with over 60 people attending regular meetings. This includes an impressive array of private businesses, faith based organizations, non-profit agencies, municipal staff, elected officials, grass roots people and law enforcement personnel. The strengths of the Alliance have emerged as the broad membership, rich networking opportunities and holistic view of the community. Diverse perspectives nurture practical plans that will improve the quality of life for all.

The five subcommittees have worked diligently on identifying the action steps that need to be taken in response to areas of concern as identified by the community in the West Valley Scan. Through monthly meetings and with partnership from Valley of the Sun United Way, Arizona State University's Partnership for Community Development, the subcommittees have been able to identify the barriers and resources that exist within the community.

Each subcommittee has identified primary issues. These issues will form the basis for future action. These include among others, focusing on children who have witnessed domestic violence and a virtual community center. The center will help municipalities to offer services without bearing the expense of constructing buildings. In addition, Avondale develops intergovernmental agreements (IGA) to help increase capacity. For example, Avondale has partnered with schools to create parks that benefit the schools as well as the surrounding community. The Health, Wellness and Safety subcommittee is working on a project that will make mobile health vans available. The same subcommittee is also forming a regional training council for caregivers and assessing the services that are available to children who have witnessed domestic violence.

Councilmember Lynch continued by saying the Alliance is also addressing workforce housing for families who earn \$20,000 to \$42,000 a year. The Transit Subcommittee is working to raise awareness about transit options and to improve coordination. Programs like Dial-A-Ride suffer from lack of coordination among municipalities. Councilmember Lynch said this especially hurts seniors. The subcommittee is planning a symposium to address the issue.

The Education Subcommittee is attempting to increase the technical assistance available to early childhood educators. They are also developing a program that will have high school students be mentors to children in younger grades. On the other end of the spectrum, the subcommittee is also working to increase the services available to seniors who want to re-enter the workforce.

Councilmember Lynch concluded by saying the next challenge will be to create a unified vision by building on existing resources. This will include asset mapping in the future. Councilmember Martinez thanked her for the presentation and said a lot of work is being done.

#### 8. Announcements

There were no announcements.

#### 9. Adjourn

The meeting adjourned at 4:30 p.m.